

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Amitabh et al.

: Date: July 30, 2003

Serial Number: Concurrent

: Group Art Unit: Unknown

Filed: Concurrent

: Examiner: Unknown

Title: CUSTOMER RELATIONSHIP
MANAGEMENT SYSTEM WITH
COMPLIANCE TRACKING
CAPABILITIES

: IBM CORPORATION
Intellectual Property Law
: MD90/201-1
8501 IBM Drive
: Charlotte, NC 28262

INFORMATION DISCLOSURE STATEMENT (IDS) UNDER 37 CFR 1.97

Commissioner For Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

The attached Form PTO-1449, and any attached foreign patent office search report, provides a listing of information which may be relevant to the subject application. This IDS is not intended as a representation that better art is not available, nor that the information provided is prior art.

This IDS is submitted under:

 X 37 CFR 1.97(b) - No Fee.

 37 CFR 1.97(c) - No Fee. Each item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application. This communication is dated _____, which is not more than 3 months prior to the mailing of this statement.

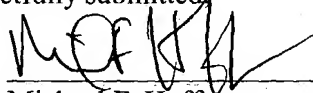
 37 CFR 1.97(c) - Fee.

 37 CFR 1.97(d) - Fee, Certification & Petition.

The Commissioner is authorized to charge payments of any associated fees required under 37 CFR 1.17(p) and (i) (1) to Deposit Account No. 50-0629 (IBM).

Respectfully submitted,

By:



Michael F. Hoffman

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INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

ATTY DOCKET NO

CHA920030072US1

SERIAL NO

Applicant(s): Amitabh et al.

FILING

GROUP

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	5,537,141	07/1996	Harper et al.			
	5,823,788	10/1998	Lemelson et al.			
	6,074,216	06/2000	Cueto			
	6,105,055	08/2000	Pizano et al.			
	US 6,301,462 B1	10/2001	Freeman et al.			
	US 6,310,941 B1	10/2001	Crutcher et al.			
	US 6,470,170 B1	10/2002	Chen et al.			
	US 6,507,865 B1	01/2003	Hanson et al.			

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

		Daniel D. Suthers, "Architectures for Computer Supported Collaborative Learning", IEEE, 2001, pp. 25-28.

EXAMINER

DATE CONSIDERED

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.